

Fresno Area Express Title VI Policy

Title VI of the Civil Rights Act of 1964 states the following:

“No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Fresno Area Express (FAX) is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color, religion, sex or gender, pregnancy, national origin, ethnicity, age, marital status, veteran status, mental or physical disability, sexual orientation, gender identity or any other characteristic protected by law, including Title VI of the Civil Rights Act of 1964, as amended.

Toward that end, every department, division, and employee of FAX is responsible for carrying out FAX's commitment to non-discrimination, including the requirements of Title VI.

This includes the following:

- To ensure that the same level and quality of transportation services are provided to all;
- To identify and address, as appropriate, the human health, social, economic and environmental effects of FAX's programs and activities on all populations;
- To promote full and fair participation in transportation decision making.

FAX management is responsible for providing leadership, direction and policy to ensure compliance with Title VI.

For additional information on FAX's non-discrimination obligations, please contact:

Fresno Area Express
Complaint Coordinator
2223 "G" Street
Fresno, CA 93706
559-621-RIDE (Office)
559-498-1029 (Fax)

Complaint Procedure

Any person who believes that he or she has been excluded from participation in or denied the benefits of FAX's programs, activities or services due to discrimination may file a complaint with FAX within 90 days from the date of the alleged discrimination. For your convenience, you can download the complaint form online.

There are several ways to file a complaint:

By mail addressed to Fresno Area Express, Complaint Coordinator, 2223 "G" Street, Fresno, CA 93706;

By fax addressed to Complaint Coordinator at 559-498-1029;

By phone, calling 621-RIDE.

Once a complaint is filed, the FAX Complaint Coordinator will record the complaint in its database and forward to the appropriate supervisor.

The supervisor may interview any individuals named as witnesses and any other individuals who may have information. The supervisor may review relevant documentation. Failure of the complainant to respond to requests for information from the supervisor may result in closure of the complaint.

Although FAX management strives to promptly resolve all complaints, this process will differ depending on the complexity of the complaint, the individuals involved, and other factors. The complainant will receive a final written response to the complaint, which shall be approved by the appropriate FAX Division Manager.

Title VI Complaint to the U.S. Department of Transportation

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color or national origin may submit a complaint to the U.S. Department of Transportation:

Federal Transit Administration's Office of Civil Rights

Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Further information, including the complaint form, is available at www.fta.dot.gov.